



## 1. Purpose

The VET Quality Framework and Conditions of Registration require that Australia-Latin America Training Academy protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

## 2. Scope

This applies to all students enrolled with ALATA.

## 3. Payment of Enrolment Fees

An initial non-refundable enrolment fee of \$250 applies to all courses. This fee is payable in advance before course commences.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates.

Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card).

## 4. Financial Standards

- a) In the case of student funded courses, ALATA has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure ALATA; see Refund Policy.
- b) ALATA will adopt a refund policy that is fair and equitable both to the student and the RTO.
- c) ALATA will ensure that the contractual and financial relationship between the student and the RTO is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.
- d) In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only.

## 5. Course Fees

ALATA will charge a nominal fee per course enrolled. An initial course fee must be paid in advance of course start date. Our marketing materials (website, brochures) clearly detail information on fees and refunds.

We provide the following fee information to each client:

- a) the total amount of all fees including course fees, enrolment fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment fee;

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- c) the nature of the guarantee given by the registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- e) the organisation's refund policy.

## 6. Payments – Course Fees

We do not require students to prepay fees in excess of \$1000. We do not accept pre-paid fees of more than \$1000, unless the learners wish to pay more than \$1000, but in any case not more than \$1500.

Prepay means, payments made at any time made before, during or after the learner enrolls.

Prepaid fees include all fees that a learner is required to pay, including enrolment fee, tuition fees, material fees and any other mandatory fee component.

Noting that we are only required to protect prepaid fees from individual learners and prospective learners which does not apply where an employer engages ALATA to provide training and/or assessment to its staff.

Example: Our Certificate IV in New small business retails for \$3,500 and is a 28-week course. We will charge \$1000 at time of enrolment and then \$1000 after week 8 and the remaining at week 16 and week 24. Therefore, we do not need any protection measures.

If we change our policy such that we charge more than \$1000 in prepaid fees, we will protect those fees by obtaining Tuition Assurance Scheme approved by the NVR, this assurance must ensure:

- a) the learner will be placed into an equivalent course such that:
  - the new location is geographically close to where the learner had been enrolled; and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.<sup>1</sup>

**Note:** these requirements do not override obligations and requirements of the Education Services for Overseas Students Act 2000 (Cth)

In line with our values on equity and access, students may approach the RTO if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progress payments.

## Refund of Fees

### Student Funded Courses

Course fees may be refunded or reallocated under the following circumstances:

<sup>1</sup>Schedule 6 Standards for Registered Training Organisations 2015.

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- a) If ALATA or a third party delivering services on behalf of it, closes or ceases to deliver a unit or units that the learner is enrolled in, the student will receive a full refund (or pro-rata adjusted refund), ALATA may also offer the student a transfer to another course, this choice is for the student to make
- b) If a refund is requested more than 14 days before course commences, a full refund, less the enrolment fee will be provided
- c) If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded, less the enrolment fee
- d) If a learner withdraws from the course after the course commencement, no refund is eligible for any pre pay course fee.
- e) If a place is not offered in the course, the student will receive a full refund including the enrolment fee
- f) If the student wishes to change their enrolment into another course at ALATA the course fees paid will be transferred to new course
- g) If a student applies for RPL and the application is unsuccessful, there will be no refund.

## 7. No Refund

- a) If a student applies for RPL and the application is unsuccessful, there will be no refund.
- b) Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to college at a later date, this will also be approved by ALATA (the student must return within 1 year of enrolment date to complete course)
- c) The student fails to comply with terms and conditions of enrolment which include, college policies and procedures as provided in this Code of Practice and the Student Handbook
- d) The student provides false or misleading information

## 8. Debts Outstanding

For example, if the student completes their course at the start of June 2017 and has no outstanding debts then they will receive their qualifications before end June 2017.

However, in the case where the student has outstanding debts, then the 30 days will not begin until they have cleared their debt.

**NOTE:** A student will not receive their qualification, statement of attainment and record of results until the debt is paid. In cases where the student has paid for part of course, for example 2 units of competency and they have completed those units as competent, then they will receive a statement of attainment for those units.

## 9. How to apply for refund

Requests for refund must be made in writing using the applicable form - the Request for Refund (form RfR).

**Note:** Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from Student Support Manager.

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## 10. Fees Protection

ALATA warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the student has commenced study in their chosen qualification or course. These funds are maintained in a separate account from that of operational account. Funds are released to the operational account at start of each training semester.

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